

 <p style="text-align: center;"><b>Council Communication</b> Office of the City Manager</p>	<b>Date:</b> March 23, 2015
	<b>Agenda Item No.</b> 33A <b>Roll Call No.</b> <u>15-512</u> <b>Communication No.</b> <u>15-128</u> <b>Submitted by:</b> John Newman, CIO, <b>Information Technology  Department</b>

**AGENDA HEADING:**

Annual telephone maintenance and support services for telephone equipment from Black Box Network Services, 5050 Lincoln Drive, Minneapolis, MN 55436, (Michael McCloskey, CEO) the sole area wide distributor.

**SYNOPSIS:**

Recommend annual telephone maintenance and support services for telephone equipment from Black Box Network Services for maintenance and support of the City’s Siemens telephone system. Services include monitoring of system for optimal performance, applying software upgrades, identifying and resolving issues, and 24/7 technical support as needed.

**FISCAL IMPACT:**

Amount: \$75,088.37

Funding Source: Fiscal Year (FY) 2015-16 Operating Budget, Telephone Communications, I033 IT154000, IT-Telephone Communications Fund, Page 135

**ADDITIONAL INFORMATION:**

Previously the City purchased these services from Black Box Network Services via contracts established by the State of Iowa Department of General Services, the Iowa Department of Transportation, or the Iowa Communications Network pursuant to procedures established by Chapter 18 Code of Iowa and rules and regulations. This contract is no longer available through the State. Black Box Network Services has been the City’s telephone system provider since 2007 and has maintained the City’s ROLM system and the current Siemens system since that time.

**PREVIOUS COUNCIL ACTION(S):**

Date: August 20, 2007

Roll Call Number: [07-1625](#)

Action: [Black](#) Box Network Services for phone system services per State Iowa Contract for use by the Information Technology Department, \$72,973.78. Moved by Vlassis to adopt. Motion Carried 7-0.

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

Annual renewals as appropriate.

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